



Office for People With Developmental Disabilities

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Process Improvement for Assistive Technology, Environmental Modifications and Vehicle Modification Service Requests

Questions and Answers (Q&A)

Question 1: On page 11, under 2.3 - Issues to be addressed, # 2.3.1.3

"Evaluate three years of historical costs for items and modifications and develop a review protocol that allows a more streamlined/rapid approval and contracting process for items/modifications where requested funding fall within already approved cost parameters."

Will the state be providing this historical data? What content, in what format will we receive it? Will we be given aggregate data from any particular forms currently in use?

If data will not be provided, will we be expected to review multiple/all programs across the state? Taking into account the current inflation, will we be given an acceptable inflation rate to factor into costs, or should we predict what we believe to be an expected/acceptable inflation rate to add onto findings?

OPWDD RESPONSE: Yes, OPWDD will provide the historical data. The data will be provided in the Excel format and will note costs by category as well as the individually billed services.

OPWDD recognizes pandemic driven inflation, and this may be accounted for in the evaluation of costs.

Question 2: On page 12, under Training Materials, # 2.3.3.1. and # 2.3.3.2

Both sections # 2.3.3.1. and # 2.3.3.2 state that travel expenses will not be allowed.

But on page 13, under 2.5 - Travel it states, "Although most of the work may occur virtually, the Offerer is encouraged to include travel expenses when considering the cost of providing deliverables and expenditure breakdown as required in Section 3.3 of this RFP."

What is the expectation/intent of including travel? Should we account for travel to programs across the state and analyzing their process? travel to OPWDD regional offices to conduct reviews with staff? travel to Albany for reviews with officials?

OPWDD RESPONSE: The RFP states, "Travel will be undertaken as needed and will be consistent with the New York State Travel Guidelines. All travel costs must fall within the dollar value of this Contract." In addition, as noted in the question and in the RFP, "Although most of the work may occur virtually, the Offerer is encouraged to include travel expenses when considering the cost of providing deliverables and expenditure breakdown as required in Section 3.3 of this RFP."

Please review the RFP, including these statements. It will be up to the Offerer to determine the travel that “will be undertaken as needed”.

Question 3: We did not see an expected grant amount stated in the RFP. Is there a range for minimum or maximum requests?

OPWDD RESPONSE: OPWDD has not specified an expected grant amount. Per section 3.3.1 of the RFP, all costs must be related to the deliverables described in the Offerer’s Proposal as required in Section 3.2 of this RFP; and per section 5.4.2 of the RFP, the Offerer with the lowest price will be awarded the full points allocated to the Cost Evaluation.

Question 4: What are the eligibility and conflict of interest concerns, if any, if the applicant is an OPWDD service provider that administers environmental modifications and vehicle modifications, and provide assistive technology? Such experience in these services appears to be preferred, but a contractor who is also a participating provider could be construed as a conflict of interest.

OPWDD RESPONSE: Offerers must meet the minimum requirements as specified in section 3.1.2 of the RFP, which includes the requirement that the eligible contractor or its subcontractor must (per section 3.1.2.1) have at least three (3) years of experience evaluating business processes for AT, E-mod and V-mod services or comparable services in New York State or in other States. Offerer must describe projects completed as required in Section 3.2.3.2 of this RFP. The required experience of evaluating the business processes under this solicitation is a separate type of experience from the administration and provision of AT, E-mod and V-mod services that exists in the OPWDD system, and does not create a conflict of interest.

Question 5: Is there an expectation to collect data regarding how providers in each Region administer e-mods, v-mods and requests for assistive technology? We recognize the intent is to create a comprehensive plan to be used by all providers, but each Region may have concerns that impact their ability to implement the plan with fidelity.

OPWDD RESPONSE: Take note of section 2.2 of the RFP describing the current process. Also take note of section 2.3.1 of the RFP, particularly the following, “Evaluate and develop a plan to implement recommended operational changes that increase efficiency and eliminate redundancy of the OPWDD business functions throughout the OPWDD statewide system.” as stated in section 2.3.1.2. The expectation is that the offerer will include a plan to evaluate the need for operational changes to be undertaken by OPWDD.

Question 6: Should the contractor explore any of the following items as part of the evaluation:

- a. Best practices for finding and evaluating general contractors
- b. Using MWBE or SDVOB registries
- c. Utilization of property liens

OPWDD RESPONSE:

- a. The offerer is welcome to make such recommendations in their proposed plan as an area to increase efficiency of the OPWDD business functions.
- b. OPWDD requires the solicitation of at least 3 MWBEs and 3 SDVOBs when they are available, so analysis on the adherence to this practice would be required. Please see the attached Exhibit 5: M/WBE COMPLIANCE MEMORANDUM.
- c. As part of the process that DDROs use to approve e-mods, since we are requesting that vendors evaluation the current process it would be expected the contractor verify the property to be free and clear per 2.2.1.3. For E-Mods, verifies home ownership or identification of rental property with approval of property owner.

Question 7: Does OPWDD want the recommendations for how to define and measure performance and contract compliance for the program?

OPWDD RESPONSE: See section 2.3.1.2 of the RFP, the offerer is welcome to make such recommendations in their proposed plan.

Question 8: One of the bullets in section 3.2.3.2 states Offerers may choose to include samples of analyses and /or associated reports? Is this required?

OPWDD RESPONSE: OPWDD is not requiring samples of analysis and or associated reports; however, Offerers may receive points for including them with their submission.